Texas CTE

Principles of Hospitality and Tourism

General requirements. This course is recommended for students in Grades 9-12. Students shall be awarded one credit for successful completion of this course. HT.A

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Introduction HT.B

1 **Career and technical education instruction provides content aligned with challenging academic standards and relevant technical knowledge and skills for students to further their education and succeed in current or emerging professions.** HT.B.1

2 **The Hospitality and Tourism Career Cluster focuses on the management, marketing, and operations of restaurants and other food/beverage services, lodging, attractions, recreation events, and travel-related services.** HT.B.2

3 **Principles of Hospitality and Tourism introduces students to an industry that encompasses lodging, travel and tourism, recreation, amusements, attractions, and food/beverage operations. Students learn knowledge and skills focusing on communication, time management, and customer service that meet industry standards. Students will explore the history of the hospitality and tourism industry and examine characteristics needed for success in that industry.** HT.B.3

4 **Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.** HT.B.4

5 **Statements that contain the word "including" reference content that must be mastered, while those containing the phrase "such as" are intended as possible illustrative examples.** HT.B.5

Knowledge and skills HT.C

1 **The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:** HT.C.1

- write effectively using standard English and correct grammar; HT.C.1.A
- use a variety of credible resources; HT.C.1.B

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c recognize appropriate professional documents used in the hospitality and tourism industry; HT.C.1.C

d calculate accurate measurements, numerical concepts such as percentages, and estimations; HT.C.1.D

e understand how scientific principles are used in the hospitality and tourism industry. HT.C.1.E

2 **The student uses verbal and nonverbal communication to provide a positive experience for guests and employees. The student is expected to:** HT.C.2

a develop and execute formal and informal presentations; HT.C.2.A

b practice customer service skills. HT.C.2.B

3 **The student understands that personal success depends on personal effort. The student is expected to:** HT.C.3

a demonstrate self-responsibility and self-management; HT.C.3.A

b explain the characteristics of personal values, ethics, and fundamental principles; HT.C.3.B

c display positive attitudes and good work habits; HT.C.3.

d develop strategies for achieving accuracy; HT.C.3.D

e develop organizational skills. HT.C.3.E

4 **The student develops an understanding of time management, decision making, and prioritization. The student is expected to:** HT.C.4

a identify and apply effective practices for managing time; HT.C.4.A

b analyze the benefits of balancing career and home life; HT.C.4.B

c learn and apply steps in the decision-making process; HT.C.4.

d work independently. HT.C.4.D

5 **The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:** HT.C.5

a prioritize career goals and ways to achieve those goals in the hospitality and tourism industry; HT.C.5.A

b compare and contrast education or training and certifications needed for careers in the hospitality and tourism industry; HT.C.5.B

c examine related community service opportunities; HT.C.5.C

d describe the components and importance of a career portfolio HT.C.5.D

6 **The student uses technology to gather information. The student is expected to:** HT.C.6

understand the need for computer applications to perform workplace tasks; HT.C.6.A

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b recognize that types of computerized systems are used to manage operations and guest services in the hospitality and tourism industry; HT.C.6.B

c discuss why computerized systems are used in operations and guest services in the hospitality and tourism industry. HT.C.6.C

7 The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to: HT.C.7

a develop team-building skills; HT.C.7.A

b develop decision-making and problem-solving skills; HT.C.7.B

c conduct and participate in effective meetings; HT.C.7.C

d identify leadership and teamwork qualities that create a pleasant working atmosphere; HT.C.7.

e identify community service activities related to the hospitality and tourism industry. HT.C.7.E

8 The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to: HT.C.8

a identify and explain job safety and security practices; HT.C.8.A

b recognize and implement the basics of sanitation; HT.C.8.B

c understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools; HT.C.8.C

d determine how environmental issues and trends affect the hospitality and tourism industry. HT.C.8.D

9 The student explores the history of the hospitality and tourism industry. The student is expected to: HT.C.9

a examine the varied operations required within the hospitality and tourism industry; HT.C.9.A

b understand the job qualifications for various careers in the hospitality and tourism industry; HT.C.9.

c differentiate amongst lodging, travel and tourism, recreation amusements, attractions and resorts, and food and beverage service. HT.C.9.C

10 The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to: HT.C.10

a develop technical vocabulary of the hospitality and tourism industry; HT.C.10.

b design a customized product for the hospitality and tourism industry; HT.C.10.B

c identify local and regional trends and issues in the hospitality and tourism industry HT.C.10.C

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The student understands the importance of customer service. The student is expected to: HT.C.11

a determine ways to provide quality customer service; HT.C.11.A

b analyze how guests are affected by employee attitude, appearance, and actions; HT.C.11.B

c examine different types of service across the industry. HT.C.11.C